

## HA Waiver Bulletin #MX07-5

Issue Date: May 29, 2018

Reason for waiver: Hawai'i Island volcanic activity

This one-time change fee waiver will be extended to customers holding tickets issued on HA (173) ticket stock on/before May 4, 2018, for travel on HA flights to/from Hilo (ITO) and Kona (KOA), Hawaii airports from May 3 through **\*\*\*June 10, 2018**.

Impacted Cities (travel from)	Affected flight date(s)	New travel must be ticketed on/before	Rebooked travel must commence no later than
ITO- Hilo, Hawaii, KOA- Kona, Hawaii	<b>***May 3 – June 10, 2018</b>	<b>*** June 17, 2018</b>	<b>***June 17, 2018</b>

Note: This waiver applies to voluntary change requests and must not be used if the customer's itinerary already includes an involuntary reroute (IROP) indicator for the affected flight segments.

### Policy Information

1. For changes made to flights that commence on/before **\*\*\*June 17, 2018**, any resulting fare difference and change fee will be waived provided that the change is made to the same compartment (FC to FC, BC to BC, or coach to coach) and there is no change in origin or destination.
2. For changes made to flights after **\*\*\*June 17, 2018**, the change fee will be waived but any applicable fare difference will be collected within ticket validity.
3. Handling fee for changes made (through HA Call Center) to TTY (Travel Agent/GDS) tickets will be waived.
4. Hawaiian Miles award redeposit fees will be waived subject to the terms of this policy.
5. Voluntary changes made to origin, destination, and/or via/stopover point (reroutes) will be permitted without change fee and remain subject to applicable fare difference.
6. Normal refund rules will apply based on originally ticketed fare rules. Refunds are not permitted for non-refundable fares. Cancellation fees that apply to refundable fares will apply.
7. The rebooking process must be manually handled, as automated change rules are not equipped to apply this waiver.
8. Tickets for passengers who have already checked in for their flight must be reissued by HA Call Center only, and not by travel agency.

9. All tickets that are reissued by HA or travel agency, must include the following in the Endorsements Box of the reissued/exchanged ticket: **\*\*\*\*MX07-5 CHNG**", and **\*\*\*\*SSR OTHS/SW18 MX07-5**" must be added to the PNR.
10. Unused tickets using Bulk/Net/Private fares should be referred to issuing agency for handling based on terms of this waiver policy.
11. This waiver allows a one-time change per ticket without penalty. Subsequent changes will be subject to change rules applicable to the originally ticketed fare(s).
12. This waiver may be applied to changes made through HA Call Center only or by issuing Travel Agent subject to the terms of this policy.